



Colonial Williamsburg News

COLONIAL WILLIAMSBURG'S PEOPLE AND PROGRAMS
Online at <http://intranet/>

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APRIL 2019



IT Exposition Showcases Digital Workplace

The Information Technology Department will hold an IT EXPO on Friday, May 17 at the Lodge between 10 a.m. and 2 p.m. to introduce new technology coming soon to employee workspaces.

“The EXPO will highlight our move toward a digital workplace with unified communication and enhanced collaboration,” Chief Information Officer Sam Rucker said.

The EXPO will feature Avaya Equinox, a communications application designed to improve employees’ ability to work from anywhere on our campus. This system, expected to launch this summer, will allow users to make calls and collaborate across devices. Text, audio, video, images and files will be accessible via tablets, phones, desktops and laptops. Employees will be able to receive calls to their work

extensions on their cell-phones and other devices without having to share their cellphone numbers. Video conferencing will also be easier, and our employee directory will be built in, allowing users to look up a colleague and initiate a call in the same step.

The EXPO will also feature demonstrations of ULTI-PRO, the HR system that will go live July 1 for self-service access to employee records and payroll from any device, anywhere and anytime.

A cybersecurity exhibit at the EXPO will offer presentations and training focused on security awareness, including spotting and avoiding email scams.

Equipment demonstrations at the event will offer attendees the chance to try out laptop/tablet combinations and Avaya desktop phones

with full display touchscreens that function as tablets.

Participants will also be able to experience virtual and augmented reality technologies that could one day be used to enhance the guest experience.

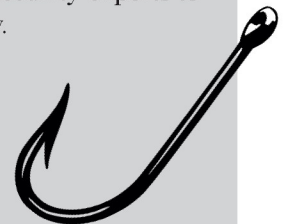
Sessions will be offered and repeated every 15 minutes throughout the day, and attendees should expect to spend about an hour to experience all the EXPO has to offer. Supervisors and managers are asked to support and encourage employees’ attendance. When you arrive, be sure to scan your employee badge to enter a drawing for an Apple iPad.

At the Expo, our Hospitality division will offer complimentary refreshments, and attendees can find out more about new menu items available at the 50% employee discount.

Don't Get Hooked by Phishing Scams

Despite our efforts to block malicious emails, some fraudulent emails may still appear in your inboxes. Email is easy to fake! Safeguarding the Foundation requires vigilance from all employees. When using email, please follow these guidelines:

- Don't trust email asking you to execute a transaction, e.g., financial transaction, payroll or change of benefits, without another form of confirmation, e.g., voice call, from the sender.
- Never click on links or ads in emails that you are not expecting.
- Never trust emails that ask you to enter or modify your account credentials to a service, e.g., a bank or PayPal.
- Confirm that the sender is valid before you take action requested in an email.
- If you are uncertain about the legitimacy of an email, forward it to cybersecurityteam@cwf.org for our cybersecurity experts to review.





Nature Trail Refreshed

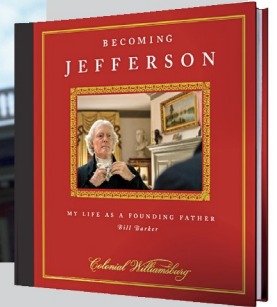
On March 20, the Foundation marked the first day of spring with a ribbon-cutting ceremony celebrating the newly revitalized Bassett Trace Nature Trail.

Mike Hornby, executive director of Hospitality Operations, reports that volunteers from the The Historic Rivers Chapter of Virginia Master Naturalists cleared fallen tree debris and re-blazed the trail. A map of the trail has been posted at its start and gravel has been added to the edge of the woods, making the approach to the trail less muddy and easier to navigate. Trees along the trail have been labeled as part of the Foundation’s efforts to maintain its arboretum status.

The 1.4-mile trail leads walkers over several small creeks and past the location where John D. Rockefeller Jr.’s boathouse once stood and ends at the Green Course Club House.

The trail is frequently used by dog walkers and the William & Mary track team. Volunteer Ricklin Brown will soon begin conducting weekly guided tours of the trail and will lead the maintenance of the trail going forward.

This project would not have been possible without the help of Ricklin Brown and Brad Maynard, Hospitality’s director of Facilities Maintenance, and many others.



The CW Publications Department proudly announces the publication of *Becoming Jefferson: My Life as a Founding Father* by Nation Builder Bill Barker. Read more about the book in the Spring 2019 issue of *Trend & Tradition*.



Fifes & Drums at Tattoo

The Fifes & Drums are preparing to perform at the International Tattoo in Norfolk April 25–28.



Tavern Spring Menus

Good news! The Taverns and Huzzah! An American Eatery are rolling out new spring menus. Present your Colonial Williamsburg ID to receive your 50% discount. View the menus at <http://intranet/>



Full Circle: Our CW Family

When Dana Tomlin arrived for a job interview at Bruton Heights Education Center, she was surprised to find a photograph of her father displayed on the wall in the lobby of what was once Bruton Heights School. Her father, Charles Willis, was a basketball player at the school and he grew up in a house

off Botetourt Street, just steps from the Franklin Street office where Dana is now the director of Compensation, Benefits & HRIS.

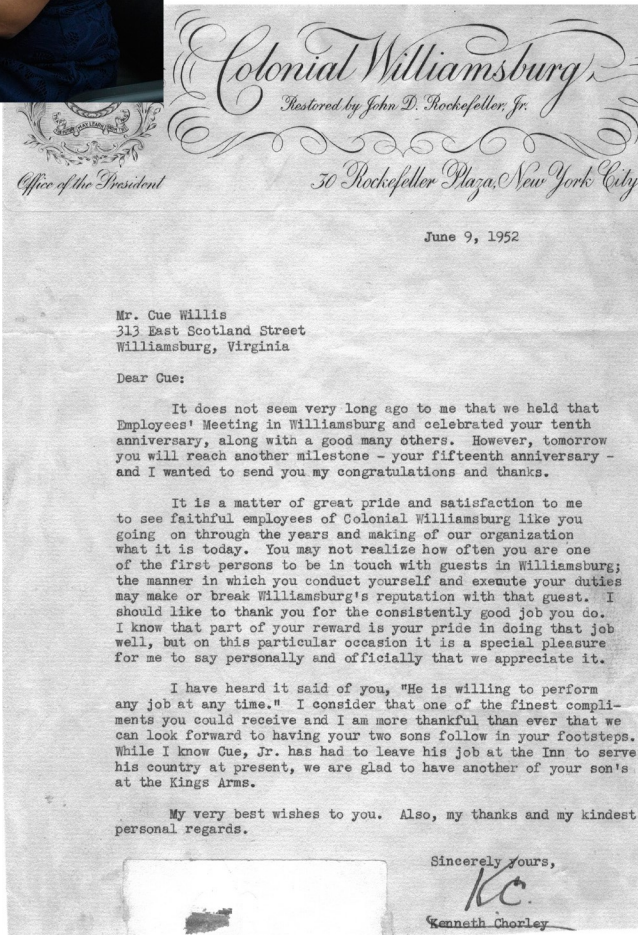
Dana remembers the building, too, where she attended school as a fourth- and fifth-grader.

Tomlin has since discovered photos of family members in brochures and back issues of *CW News* shared with her by Carl Childs, director of the John D. Rockefeller Jr. Library and the Foundation's archives.

In addition to her father, who worked at King's Arms Tavern, family members employed here include her uncles, Cue Willis, Jr., who worked at the hotels and was a basketball player of some renown, and Lawrence Willis, a bellman at the Lodge. Tomlin's grandfather, Cue Willis, Sr., also worked as a bell captain at the Lodge and was a longtime CW employee with more than 30 years of service. Tomlin's aunt, Carrie Butler, made pastry at Kings Arms Tavern and worked for CW for more than 19 years.

Tomlin, who has worked for the Foundation for just over a year, is pleased to feel those deep connections to Colonial Williamsburg and loves the thought that she has come full circle to be part of an organization woven so intricately into her own family's story.

Do you have a family connection to Colonial Williamsburg and our history? Share it with us at kalbertson@cwf.org.



Custis Dig Underway

The Archaeological Operations Department has begun work on a major excavation of John Custis IV's property at the corner of Nassau and Francis streets, thanks to a lead gift of the Jacqueline Badger Mars Landmark Investments 8, LLC Charitable Lead Trust. This project is expected to uncover much about the lives of the enslaved individuals who lived there

and the elaborate gardens that once graced the site. Guests will have the opportunity to interact with the archaeology staff as they work, making their immersion in history as it's uncovered even more exciting. See the department's blog at <https://www.colonialwilliamsburg.com/learn/custis-square-archaeologyproject> to follow the project's progress.



Behind the Scenes with the Bus Drivers

Every morning, bus drivers for Colonial Williamsburg gather for a briefing at the Visitor Center before beginning their shifts. It's a jovial gathering, where drivers not only find out about street closures, the day's events and programs, and other changes from the day before, but also bond with one another, announce personal news and revel in each other's company.

Following the briefing session, drivers board a van that delivers them to the WATA facility on Route 60, where their refueled buses stand ready. Two shifts of drivers will navigate a 4.1-mile circuit from the Visitor Center to the Historic Area and Merchants Square about a dozen times between 9 a.m. and approximately 10 p.m. (Drivers often work a bit later to collect guests who attend our evening programs.)

The second shift of drivers begins at about 3 p.m. with their own briefing at the Visitor Center, where they take over the buses from the first shift. That evening, the second group of drivers will deliver the buses back to WATA and board the van that will take them back to the Visitor Center where they began their day hours before.

At WATA, the buses are refilled with compressed natural gas to prepare them for their next turn in the rotation.

A partnership with WATA allows for the lease or purchase of buses from WATA for 12 years. This arrangement with WATA helps finance the bus service. It requires extensive recordkeeping detailing the ridership of each bus, its mileage, the hours it runs and its fuel consumption, as well as the hours each driver is behind the wheel.

The drivers are led with great humor by Sarah Jones, supervisor of bus operations, who began her own driving career as a tractor-trailer driver hauling steel in Ohio and orange juice in Florida. She drove a bus here for nine months before becoming a supervisor.



“When I started, I met Mr. Brindle, who wore a patch that said ‘Safe Driving: One Year.’ I said I didn’t want to ride with him because I knew he had been here for 40 years but his patch said he’d only been a safe driver for one. When I became supervisor, I got rid of that patch.”

The patch may be gone, but drivers still accumulate Safe Driving Years when they have no accidents, a matter of pride for the drivers. If they are involved in an accident, the driver will miss that year but the total number of safe years doesn't start over at zero.

Some drivers also may be honored as Most Improved or Driver of the Year, a designation several have earned more than once. The supervisors choose the Driver of the Year, based on how the drivers' performance helps achieve the department's mission. This honor's criteria also include hospitality, courtesy, having an accident-free year and taking on additional responsibilities. The Driver of the Year is also evaluated on the effort they give above and beyond normal expectations to assist guests and co-workers.

In addition to maneuvering the 40-foot vehicles through narrow streets, drivers are charged with enforcing safety regulations, answering guest questions about

programs and nearby attractions, and serving as ambassadors for Colonial Williamsburg.

Drivers enjoy welcoming their passengers, and are happy to see some return for several visits.

Jones recalls a guest who made several trips to Colonial Williamsburg accompanied by his Great Dane, who ▶



By the Numbers

- 14 buses total, with 5 or 6 usually on the road each shift
- 28 drivers
- 4.1-mile route, completed 12–14 times per shift
- Most drivers are more than 65 years old, but one current driver is 23, and one is 81.



preferred to sit close to the bus driver. One of the most important safety rules of the road is posted in large letters at the front of the bus and says “No standees in front of the white line” to prevent passengers from interfering with the driver. When the Great Dane was a bit over the white line and someone complained, Jones replied, “The sign says ‘no STANDEES’ not ‘no DOGGIES.’”

Drivers sometimes need to encourage riders to use their best manners. Some seats are designated as reserved for the elderly or the disabled, so drivers may ask if any riders are willing to give up their seats for others.

While drivers are in touch with the dispatcher via two-way radios, they are forbidden from carrying cellphones while in uniform.

Jones says the duties drivers perform might surprise some people. There are recorded audio messages to play (controlled by foot pedals), questions to answers and problems to solve, all while driving safely and minding pedestrians and other vehicles. In addition, drivers transport a large number of motorized scooters and wheelchairs, often operated by guests who have rented them and may not have much experience with the maneuvering necessary to load them on the bus ramps.

The most challenging days for drivers are signature events such as Grand Illumination and the Fourth of July. Additional buses running longer hours require “all hands on deck” at those times, Jones says. Halloween brings approximately 4,000 visitors—many with strollers and dogs—who all descend on the Historic Area in the span of about four hours to take part in trick-or-treat activities. Drivers take the additional crowds in stride, dressing in costume themselves and playing special spooky audio tracks to enhance guest experiences.

Drivers are a tight-knit group. “There’s not much conflict,” Jones reports. “Drivers are not micromanaged. On the buses, they’re on their own.”

New drivers are started gradually but are driving as much as their veteran colleagues within about three months.



The hardest parts of the job are dealing with sudden storms and large crowds—especially when buses don’t have room for all the waiting riders. During heavy rain, drivers will sometimes alter their routes to pick up guests waiting at stops without shelter first.

The best part of the work is meeting so many interesting people, some of whom develop a preference for a partic-

ular driver over several rides and visits.

Before they head out to their buses, drivers are handed laminated cards bearing quotes to inspire them on their shifts. A recent example: “Every person you meet is the most important person of the day.”

With high satisfaction reported by guests, bus drivers are clearly taking that sentiment to heart.

Your Story: Iris Smith

by Chuck Reusing

POSITION: Bus Driver-Colonial Williamsburg Regional Visitor Center

YEARS OF SERVICE: I have been employed by The Colonial Williamsburg Foundation for about 15 years total, and full time for six years. I was a school bus driver during the day and a part-time bus driver for Colonial Williamsburg when I first began my career with the Foundation.

WHAT I DO: I am one of 28 bus drivers employed by the Foundation to transport visitors and staff to various locations within the Historic Area and Merchants Square. In the mornings, I will usually drive our shuttle that transports employees to Merchants Square. In the afternoons, I will drive one of our buses from the Regional Visitor Center to the various stops we have designated in the Historic Area.

WHAT I DO TO IMPROVE THE GUEST EXPERIENCE: I consider myself an ambassador for Colonial Williamsburg and always greet each passenger boarding the bus with a nice smile and a friendly welcome. I ask them what stop they would like to get off on and try to answer any questions they have about the day's activities.

Also, before arriving at each of our stops, we have an audio tape that plays, providing information to our visitors about the stop and the area that we are



approaching. We control the playing of these tapes with a foot pedal below the steering wheel of the bus. These tapes help orient the visitors to each of these stops and the buildings within the Historic Area that they are about to visit.

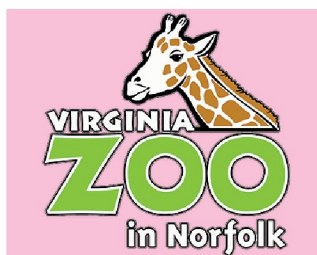
MEMORABLE EXPERIENCES: One day, Peter Jennings boarded my bus and I asked him for his autograph. He graciously complied. I still have his autograph to this day.

I also have had many visitors thank me individually for being so nice to them when they have been passengers on my bus. I always have a genuine smile and a very pleasant, helpful attitude for each of my passengers and I think that they appreciate me when they are on my bus.

BIGGEST ACCOMPLISHMENT: Being recently named the Colonial

Williamsburg "Bus Driver of the Year" and being recognized by my peers in this fashion is quite an honor for me. This year's award was a total surprise to me and occurred in a staff meeting with most of our bus drivers in attendance. I also received this award in 2013 and it is quite an honor to be recognized by my peers on both of these occasions.

INTERESTS/HOBBIES: I very much enjoy cooking and baking and occasionally like to sew. I also enjoy helping people whenever I can. I am very active in my church and sing in the church choir. My husband and I have three grown children, two boys and a girl. My oldest son is now 46 and his younger brother is now 44. My daughter is 42. Two of my children live in the local area, and one of my sons lives in North Carolina.



New and Expanded Options Added to Revolutionary Rewards

Your employee ID is your ticket to an extensive list of museums, historic sites and family fun, including many new additions. Click below to view our updated benefits as members of Peninsula Museums Forum and South Hampton Roads Museums Forum. <http://intranet/ReciprocalRewards.pdf>
See our full list of Rewards [here](#).



From left: Janice K. McBride, Emily Slicer-Smith, Lisa Martinez, and John Pascucci

Hospitality HR

The Human Resources Office for Hospitality has moved to a new location at the Office Services Building (OSB) at the corner of Lafayette and N. Botetourt streets.

The Hospitality Division will be supported by the following staff:

- John Pascucci, Director, Human Resources
- Lisa Martinez, Human Resources Manager
- Janice K. McBride, Employee Relations & Systems Specialist
- Emily Slicer-Smith, Recruiter, Human Resources



Haight to Serve in Development

The Foundation welcomed Charlie Haight in March as new interim Chief Development Officer, to serve in the position until a permanent CDO is hired.

FREE USI Mobile App

The USI Mobile App is a one-stop shop for human resources and benefit-related communications. It's accessible anytime and allows users to download forms, view benefit summaries and carrier contact information and much more!

Find it in your app store. Search for "USIeb" and download the free app. Scroll through the introductory pages and enter 103094 when prompted to access Colonial Williamsburg Foundation benefits information.



Benefits Resource Center

The BRC is an extension of your HR department and can assist you with your benefit inquiries! Call toll free for:

- Claims processing and resolution;
- Benefit clarification; and
- Assisting with denied claims.

The BRC is HIPAA compliant. Call (855) 874-6699 Monday–Friday from 8 a.m. to 5 p.m. EST or send a message to mBRCEast@usi.com.



CW in the News



INSIDE ACCESS: Colonial Williamsburg animals help bring the past to life

Four-legged employees bring the past to life on the Peninsula

CW on WVEC

WVEC 13 News Now recently featured Colonial Williamsburg in a series called *Inside Access*. A segment focused on the work of the Conservation staff to balance the need to preserve sites with modern techniques and equipment while still maintaining the appearance of an earlier time. Another segment highlighted some of the animals that guests encounter on a visit to the Historic Area.

THE WHRO VOICEOVER

A monthly newsletter for the volunteer readers of The WHRO Voice

March 2019

New Williamsburg Publication Added to Program Lineup



The WHRO Voice expands its programming this month by adding new readings of the popular magazine of the Colonial Williamsburg Foundation *Trend & Tradition*. The informative 30-minute program will air at 2:30 p.m. each Wednesday following the broadcast reading of *The Virginia Gazette*, another historic publication serving the Williamsburg, James City and York County region. The quarterly magazine offers articles that showcase the five Williamsburg's historic core and its people — then and now. This year, Colonial Williamsburg Foundation celebrates 40 years of interpreting the stories and experiences of African Americans who lived in 18th-century Williamsburg. The magazine's Editor-in-Chief, Catherine Whittenburg...

Trend & Tradition

The Hampton Roads Voice, a reading service for the visually impaired provided by WHRO in Norfolk, is now bringing selections from *Trend & Tradition* to its listeners in a 30-minute broadcast each Wednesday. The magazine and this new program were featured prominently in the radio station's newsletter.

Marketing Plan Presented

Andrea Sardone, executive director of Brand and Marketing, presented the 2019 marketing plan to colleagues. To review the plan and the accompanying materials, click [here](#).



Passing the Torch

On March 1, an editorial co-written by trustee and CEO of AARP Jo Ann C. Jenkins and Foundation President and CEO Mitchell Reiss appeared in the *Virginia Gazette*.

The editorial, which proposes that it is incumbent upon the nation's older citizens to share their love and value of American history with those younger, is available [here](#).



We're in a unique position to pass the torch of history

By Jo Ann C. Jenkins and Mitchell B. Reiss

MARCH 22, 2019

"I have but one lamp by which my feet are guided, and that is the lamp of experience. I know of no way of judging of the future but by the past." — Patrick Henry

They aren't the most famous lines that Patrick Henry delivered in St. John's Church in Williamsburg.



Hands-On Fire Extinguisher Training

A recent session by Environmental Safety successfully trained 118 employees to extinguish fires using handheld canister extinguishers.

If These Walls Could Talk

Preventive Maintenance Building Closings

by Dani Jaworski

In the Historic Area, more than 120 structures regularly close for preventive maintenance and deep cleaning. The process begins at least a year in advance when a planning team determines the buildings to close based on rotating one-, two- or three-year schedules. While the Palace and Capitol are closed every year for at least two weeks due to their high visitation rates, all of the other exhibition buildings, trade sites and Historic Area retail stores are closed for one or two weeks on a two- or three-year rotation schedule.

Two months before a maintenance project begins, Director of the Grainger Department of Architectural Preservation and Research Matt Webster and Associate Curator of Architectural Collections Dani Jaworski lead an inspection of the site. The preliminary



walk-through of each building includes about a dozen people from across the Foundation, including from the curatorial, collections care, maintenance and Historic Area sites staff, who conduct a joint inspection that generates a list of work and schedule of jobs to be carried out during the closing.

The preventive maintenance closings mainly focus on interior work, but may also include exterior work. Carpentry and masonry repairs, painting, mechanical maintenance, conservation treatments, curatorial changes and general cleaning are all parts of the closing process. This preventive care mitigates deterioration and damage to a property and includes procedures for environmental conditions, mechanical maintenance, integrated pest management, safety and security, and emergency preparedness and response. Closing a site

for preventive maintenance requires careful coordination since as many as a dozen trades may undertake work on a building during the project.

On the first day of a closing, the curatorial and collections care teams are the first in to clear the areas where maintenance works needs to be undertaken. Frequently, collections need to be moved or covered for their protection. Once the curators are finished, the various maintenance crews can begin their work in the buildings. While issues in the buildings are dealt with on a day-to-day basis throughout the year, the maintenance closings allow the various Foundation staff to take care of more time-consuming conservation, maintenance and repair tasks, while minimizing the otherwise day-to-day maintenance impact on the guest experience.



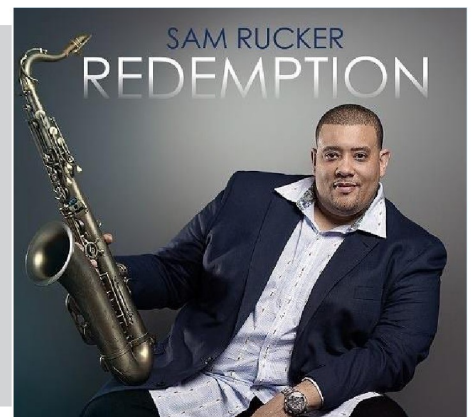
Sam Rucker is Smooth

Chief Information Officer Sam Rucker is a saxophonist with three albums and a single climbing the smooth jazz charts. Rucker established his own recording label in 1995.

Rucker records and performs his original music, which has garnered praise from critics and listeners. His website samrucker.com features tracks

from his albums and the video for his current single "Overcomer." On the Billboard chart, his name appears alongside internationally known acts. Rucker was featured recently in *The Daily Press*.

Do you have a special calling that fills your time away from work? Tell us about it at kalbertson@cwf.org.





Everett Lunsford



Kathy Lykins and Pat Rathke



The Christmas Decorators

April is Volunteer Appreciation Month!

Colonial Williamsburg is blessed with an abundance of passionate volunteers! Approximately 900 individuals, ranging in age from 11 to 92, contributed more than 90,000 hours in 2018. Thank the volunteers you know today.



Chip Bixler



Ava Wunibald



Charles Perry



Rachel West



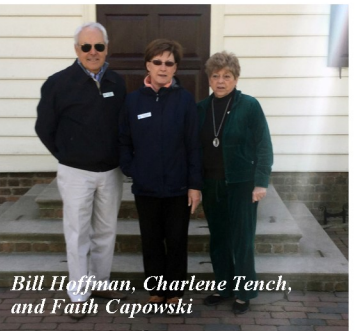
Freda Atkins and Nan Lose



Barbara Floyd, Becky Sutton and Ruth Murphy



Foby Lane



Bill Hoffman, Charlene Tench, and Faith Capowski

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Marion Lane